

Business Ready Enhancement Plan for Microsoft Dynamics

Customer FAQ

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The Business Ready Enhancement Plan for Microsoft Dynamics® is a maintenance plan available to customers of Microsoft Dynamics® AX, Microsoft® C5, Microsoft Dynamics® CRM, Microsoft Dynamics® GP, Microsoft Dynamics® NAV, Microsoft Dynamics® SL, Microsoft Dynamics® Point of Sale (POS), and Microsoft Dynamics® Retail Management System (RMS), and Microsoft Point of Sale 2009 (POS 2009), worldwide.

The Business Ready Enhancement Plan is designed to help customers maximize the value of their Microsoft Dynamics solution. It also helps them protect their investment and equips them with tools and resources to help maximize value and enhance employee productivity.

This document includes information in the following areas:

- General Information
 1. Overview of Business Ready Enhancement Plan
 2. Pricing and Policies
 3. Re-Enrollment Pricing and Policies
- The Business Ready Enhancement Plan Benefits
 4. Overview of the Benefits
 5. Localizations, Translations, Upgrades, and Updates
 6. CustomerSource
 7. Support Lifecycle Policy
 8. Protected List Price
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General Information

1. Overview of Business Ready Enhancement Plan

What is the Business Ready Enhancement Plan?



The Business Ready Enhancement Plan is a maintenance plan for Microsoft Dynamics customers around the globe. It is designed to drive greater value for customers as they plan, deploy, use, and transition their Microsoft Dynamics solution.

Who can enroll in the Enhancement Plan?

The Business Ready Enhancement Plan is available to new and existing customers with the following products or previous versions:

- Microsoft Dynamics® AX
- Microsoft Dynamics® CRM
- Microsoft Dynamics® GP
- Microsoft Dynamics® NAV
- Microsoft Dynamics® SL
- Microsoft® C5
- Microsoft Dynamics® Retail Management System (RMS)
- Microsoft Dynamics® POS 2009

Why should I enroll in the Business Ready Enhancement Plan?

Enrollment in a The Business Ready Enhancement Plan helps you maximize your value by giving your organization access to enhanced functionality and breakthrough advances to your solution. These ongoing releases will help keep you current and increase your organization's speed, performance, and productivity.

The Business Ready Enhancement Plan enrollment also helps you to protect your investment with updates and upgrades which can help you keep your solution up to date and running at its peak performance. These updates not only help ensure legal and regulatory compliance but also help keep your solution running securely and uninterrupted.

Enrollment in The Business Ready Enhancement Plan also gives you access to Microsoft Dynamics® Customer Source which is your online portal to accessing your benefits and finding timely and relevant information about your solution. This award-winning site will help you boost productivity and reduce support costs by providing unlimited online training, technical support, Knowledge Base for Microsoft Dynamics,® newsgroups, certification information, downloads, event details and more - anytime, from anywhere. Access CustomerSource at: <https://mbs.microsoft.com/customersource>.

How is The Business Ready Enhancement Plan related to other service offerings such as Business Ready Advantage Plan or Business Ready Advantage Plus?

The Business Ready Enhancement Plan is the foundation for all other Microsoft Dynamics customer service plans. Your enrollment in the Enhancement Plan is required to purchase an additional service plan.

2. Pricing and Policies

How much does it cost to enroll in The Business Ready Enhancement Plan?

Please contact your partner for a quote for an Enhancement Plan enrollment on your Microsoft Dynamics® solution.

How long is the validity of The Business Ready Enhancement Plan contracts?

The standard contract length for the Enhancement Plan is a minimum of 365 days.

Can I purchase a multi-year contract?

We offer a 3-year enrollment option in limited regions. Consult with your Microsoft® Certified partner about your possible enrollment in a 3-year enrollment contract.

Can I purchase a multi-year contract in the middle of my contract?

Customers have 90 days from the start of your one year contract to upgrade to the 3 year plan. The start date remains the same as the initial 1 year contract.

What happens if we purchase new users or modules during the 3 year contract?

If you paid for the 3 year plan up front, you will need to pay for the remaining time of the 3 year plan enrollment contract for the additional users and modules. If you committed to paying the plan with an annual payment, you will need to pay Enhancement for the additional users and modules for the time remaining in your current year. The subsequent annual payments will include the additional users or modules in the calculation.

How can I enroll in The Business Ready Enhancement Plan? How about renewing?

Please consult with your Microsoft Certified partner to enroll in or renew your Enhancement Plan.

What if our organization is unable to renew our plan for the following year?

If you decide not to renew your Enhancement Plan, please notify your Microsoft Dynamics' Partner of your decision within 90 days of the expiration of your current Enhancement Plan.

Do I receive a service contract when I purchase The Business Ready Enhancement Plan?

Yes. The service agreement will be delivered to you as part of the confirmation e-mail upon enrollment. No signature will be required. Terms and conditions can be found for download on CustomerSource <https://mbs.microsoft.com/customersource>.

Is the first year of The Business Ready Enhancement Plan enrollment mandatory?

Yes. Microsoft requires enrollment in the Enhancement Plan upon purchase of your license during your first year with your Microsoft Dynamics solution. For new customers, enrollment begins on the date Microsoft invoices you and your Microsoft partner for the Enhancement Plan. Enrollment in Business Ready Advantage is also required the first year for customers purchasing Microsoft Dynamics GP, Microsoft Dynamics RMS, Microsoft Dynamics POS2009, and Microsoft Dynamics SL (only in regions where applicable).

I used to be on The Business Ready Enhancement Plan and now it has expired. Can I get product upgrades that were released when I was current on The Business Ready Enhancement Plan?

No. Customers have access to product updates and upgrades for their purchased product during the time of their Enhancement Plan enrollment.

3. Re-Enrollment Pricing and Policies

I have allowed The Business Ready Plan to lapse, and now I'd like to re-enroll.

How much does it cost to re-enroll in The Business Ready Enhancement Plan?

For a quote on your re-enrollment, please contact your Microsoft® partner.

When calculating my re-enrollment price, do I base my re-enrollment on the current list price or Protected List Price from when I was enrolled in The Business Ready Enhancement Plan?

Your re-enrollment will be based on the current list price or protected list price, whichever is higher at the time of re-enrollment. Protected List Price feature is valid only as long as you remain current on the Enhancement Plan.

Who should I contact if I have questions regarding re-enrollment in The Business Ready Enhancement Plan?

Please consult with your Microsoft Certified partner.

Benefits of The Business Ready Enhancement Plan

4. Overview of the Benefits

What are some of the benefits of enrolling in The Business Ready Enhancement Plan?

Some of the key benefits of The Business Ready Enhancement Plan are:

- Access to Upgrades and Updates (See section 5)

- Current information on your Microsoft Dynamics product and services
- Unlimited access to online training and certification information
- Access to the technical support Knowledge Base and newsgroups
- CustomerSource (See section 6)
- Protected List Price (See section 7)
- Additional Modules, Licenses, Systems, and Transition Investment Credit (See section 8)

Please refer to the following sections as they describe each benefit with more details.

How long are the benefits granted to me?

The benefits of The Business Ready Enhancement Plan are granted for as long as you are enrolled and remain current on the plan.

Can I take advantage of The Business Ready Enhancement Plan right away?

When you enroll in the Enhancement Plan, you will receive a confirmation email that contains instructions on how to access CustomerSource. CustomerSource will serve as the gateway to access many of the benefits including online training, Knowledge Base, product downloads, and much more.

5. Localizations, Translations, Upgrades, and Updates

What localizations and/or translations does Microsoft Dynamics Applications Support?

Microsoft® extends the business process functionality of its Microsoft Dynamics® enterprise resource planning applications by developing features to address certain language or nationwide financial regulatory requirements in countries where Microsoft makes these applications generally commercially available.

Since laws and regulations that affect companies are different in each country, the Microsoft Dynamics® applications are not supported in terms of localizations, languages or technical support in all countries. For more information about the various countries and regions where Microsoft makes localizations and or translations generally commercially available for Microsoft Dynamics® applications see the [Microsoft Dynamics Services Guidebook website](#).

Are Partner-Created Localizations or Translations of Microsoft Dynamics Software included in The Business Ready Enhancement Plan?

No. Microsoft Dynamics partners may offer solutions that meet specific regulatory requirements which are unique to cities, states, provinces or industries in a particular country. However, these partner-created localizations or translations are not included in the Enhancement Plan. Please contact your partner for information about the localizations and/or translations they create for your licensed version of Microsoft Dynamics software.

Does Microsoft provide any warranties or guarantees for partner-created localizations or translations?

No. Microsoft does not provide any warranties (expressed, implied, statutory or otherwise) that partner created solutions comply with local business, tax and regulatory, legal or other applicable requirements. Please contact your partner for information about the localizations and/or translations they create for your licensed version of Microsoft Dynamics software.

How does Microsoft cover tax and regulatory updates?

Microsoft understands that local laws, market conditions, and support requirement differ around the world. As a result, Microsoft provides tax and regulatory releases, on an as-needed basis, at the support service pack level, for designated current and future versions of Microsoft Dynamics applications during the Mainstream Support phase of the Support Lifecycle for Microsoft Dynamics applications. In some instances, regulatory updates may require upgrading to the latest service pack of the support version of the Microsoft Dynamics application. For more information on support version of Microsoft Dynamics software, see [Microsoft Support Lifecycle](#)

6. CustomerSource

What is CustomerSource?

CustomerSource is a password-protected website available to customers who are current in the Enhancement Plan. CustomerSource provides resources and self-support tools that help improve your productivity with your Microsoft Dynamics business management solutions.

Is the information relevant to where my company does business in?

CustomerSource is available in 33 local-language country/region sites in 23 languages. In addition, anyone with access to CustomerSource can view the Global English site for each Microsoft Dynamics product line.

The local sites offer information most relevant to each country. You can set your site preference and language preference by going to My Account, My Profile in CustomerSource.

Do I have to be enrolled in the Enhancement Plan to get access to CustomerSource?

Yes. CustomerSource access is provided only to customers who remain current on the Enhancement Plan. To view the demo and learn even more about CustomerSource, please visit http://www.microsoft.com/dynamics/customersource_article.msp.

7. Protected List Price

What is Protected List Price?

Protected List Price is established by Microsoft by recording the recommended system list price at the time of your Microsoft Dynamics License purchase. This list price is protected and becomes the basis upon which your future Enhancement Plan renewals are calculated.

What benefits will Protected List Price bring to me?

Protected List Price allows you to budget more predictably for your Enhancement Plan renewal year after year. Protected List Price will only change if you conduct an activity outlined in the policies, so the renewal amount can be predicted based on your actions. To view Protected List Price policies, go to:

<https://mbs.microsoft.com/customersource/productsservices/service/enhancement/plppolicies.htm>.

8. Additional Modules, Licenses, and Systems

What happens to my Enhancement Plan price if I add a module or user to my solution?

If you are enrolled in an Enhancement Plan and purchase additional functionality or use licenses during the time of your enrollment, the Enhancement Plan coverage for these additional modules/users will be prorated to the day to match the anniversary date of the rest of your Enhancement Plan for Microsoft Dynamics. Your Microsoft Dynamics Partner can help you with the process and provide you with the quote.

Do I have to be enrolled in the Enhancement Plan to purchase additional modules or system user licenses?

Enrollment in the Enhancement is required if you are using one of the following:

- Microsoft Dynamics GP
- Microsoft Dynamics SL
- Microsoft Dynamics RMS
- Microsoft Dynamics POS 2009
- Microsoft Dynamics CRM

Can I purchase additional functionality or user licenses for unsupported products?

Customers enrolled in an Enhancement Plan may choose to purchase licenses for unsupported products that we make available for purchase at our sole discretion. However, by definition, Microsoft will not support these licenses. For a list of Microsoft Dynamics products that are currently supported, go to the Support Lifecycle Web site at <http://support.microsoft.com/lifecycle>.

Is enrollment in a service plan required for customers to have rights to hot fixes and service packs?

Yes, enrollment in the Business Ready Enhancement Plan is required for customers to receive non-security hot fixes, tax and regulatory releases, and services packs.

What is Transition Investment Credit? How do I benefit from it?

Transition Investment Credit gives you the flexibility and security in your Microsoft Dynamics solution choice; should your needs change, you have access to any of the other Microsoft Dynamics solutions that will best fit your new needs. Click [here](#) for additional details on Transition Investment Credit.

9. Support Lifecycle Policy

What is the Support Lifecycle Policy for Microsoft Dynamics?

Support Lifecycle Policy provides you with clear and predictable support information for all Microsoft products including your Microsoft Dynamics solution. With this policy, you can plan more effectively for your future software requirements based on long-term awareness of the support cycle for Microsoft products.

Generally, the Mainstream Support period for Microsoft Dynamics products is five years. During the Mainstream Support period, Enhancement customers will have access to the following Enhancement benefits:

- Online product information and Knowledge Base including request
- Ability to request non-security hot fixes including tax and regulatory releases.

For Information regarding a specific product, service pack support policies, Extended Support phase, and end of support timelines visit the [Microsoft Support Lifecycle](#) Web site.

Contact Information

Where can I send my questions about the Enhancement Plan?

Please contact your Microsoft Certified partner with questions and concerns about your Microsoft Dynamics solution and its support plans or e-mail mbsservo@microsoft.com.

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